REMARKS

Upon entry of this amendment, claims 1-38 are all the claims pending in the application.

By this Amendment, Applicant amends claims 10, 19 and 28. In addition, Applicant adds new

claims 29-38. Claims 29-38 are clearly supported throughout the Specification (for example, see

pages 39-44).

I.   Claim Rejections under 35 U.S.C. § 112, second paragraph

The Examiner rejected claim 28 under section 112, second paragraph. Applicant

respectfully thanks the Examiner for pointing out, with particularity, the aspects of the claim

thought to be indefinite. Applicant respectfully requests the Examiner to withdraw this rejection

in view of the self-explanatory claim amendment being made herein.

II.   Claim Rejections under 35 U.S.C. § 102(e)

Claims 1-28 stand rejected under 35 U.S.C. § 102(e) as being anticipated by U.S. Patent

No. 6,563,836 to Sikora et al. (hereinafter "Sikora"). Applicant respectfully traverses this

rejection and respectfully requests the Examiner to reconsider this rejection in view of the

comments, which follow.

Claims 1-9

With respect to method claims 1-9, only claim 1 is independent. Among a number of

unique features not taught by the prior art reference cited by the Examiner, claim 1 requires

retrieving the message from the message queue under a control of a second application. The

Examiner asserts that claim 1 is directed to a method for communication between a first

computer and a second computer and is anticipated by Sikora. The Examiner asserts that

Sikoro's retrieving a transaction message from an engine queue is equivalent to retrieving the

message from the message queue, as set forth in claim 1 (see page 3 of the Office Action).

Applicant respectfully disagrees with the Examiner. Applicant has carefully studied Sikora's

discussion of the transaction messages created by the user queued on a server and which are

subsequently also queued according to the type of the transaction in an engine queue and is later

retrieved upon locating the next authorized agent, which is not similar to retrieving the messages

from the queue where it was first stored as, set forth in claim 1.

For example, an illustrative, non-limiting embodiment of the present invention discloses

that if an EIP (Enterprise Information Portal) on a first client computer requests a search from a

server computer, the result of the search may include a list of items from multiple servers. If the

second client computer running EIP, would want the same results, it would have to execute a

second search in a conventional management system, but instead the search results from the EIP

of the first client computer can now be passed to a second client by using simple messaging

techniques. That is, the second client computer can retrieve a message containing search results

from a queue this message was placed into by the first computer. This passage is provided by

way of an example only and is not intended to limit the scope of the claims in any way.

Sikora teaches an apparatus for routing transaction messages of different media types to a

next available agent capable of handling this type of message (see *Abstract*). In particular,

Sikora teaches that a customer originates a transactional message such as a phone call, email,

fax, etc. (col. 3, lines 35 to 43). Each of these transactional messages are stored in transaction

processing servers (e.g. server 22 stores emails, server 20 stores telephone call messages). These

transaction messages can be stored on the servers in queues (col. 4, lines 17 to 41). When a

transaction message is stored on a server, gateway application creates a routing message to the

workflow application (Fig. 1; col. 4, lines 41 to 50).

In particular, the routing message is an event notification informing the workflow

application that a message has arrived. This event notification may include a unique identifier,

transaction type, addressor, addressee (if it's an email type of transaction) and a subject, which is

selected information extracted from the content of the message (Figs. 4 and 5; col. 6, lines 11 to

58). Based on the information in the event notification, the workflow application determines

where the transaction message belongs and sends an event notification in a form of a queue

request to the integrated queue engine (Fig. 3, col. 6, line 59 to col. 7, line 28). Queue engine in

turn stores the actual transaction message in one of its many queues (e.g. one queue for each

media type) and may also store data representative of such transaction messages (col. 7, lines 20

to 25).

Moreover, the queue engine determines the next transaction to be processed and whether

the agent is authorized to take the call and if authorized, allocates the transaction message to a

resource such as an agent (Fig. 6; col. 7, lines 50 to 60 and col. 9, line 23 to col. 10, line 15).

However, in Sikora, the transaction message is created by the user application (e.g., Outlook)

and then is sent to a server, where it can be placed in a queue on the server (e.g., e-mail server).

To meet the recitations of claim 1, the Examiner then alleges that the queue engine retrieving the

transaction message is similar to retrieving the message from the queue as set forth in claim 1

(see page 3 of the Office Action). However, it is respectfully noted that <u>Sikora's queue stored in the queue engine is not the same queue as the one stored in the media server</u> (e.g., e-mail server), as explained herein above. The queue in the queue engine is created by the workflow application and is not the same queue as was created by the first application. That is, the queue accessed by a second application (e.g. the agent receives a transaction message from the queue of the queue engine) is not the queue created by the first application (storing user created message in a queue in one of the media server).

In short, Sikora fails to teach or suggest that under control of a second application, the message queue created by the first application is accessed. Therefore, *retrieving a message from the message queue under the control of the second application* as set forth in claim 1 is not suggested or taught by Sikora, which lacks a second application in a second computer retrieving a message in a queue created by a first application in a first computer. For at least these exemplary reasons, Applicant respectfully submits that independent claim 1 is patentably distinguishable from Sikora. Applicant therefore respectfully requests the Examiner to reconsider and withdraw this rejection of independent claim 1. Also, Applicant respectfully submits that claims 2-9 are allowable at least by virtue of their dependency on claim 1.

Moreover, with respect to the dependent claim 3, Applicant respectfully points out that Sikora only teaches a simple transaction message and an event notification forwarded to various server applications. The Examiner alleges that a transaction message type is equivalent to the content identifier, as set forth in claim 3. However, Sikora's transaction message comprises of text, as acknowledged by the Examiner, (see page 5 of the Office Action). Sikora does not teach

or suggest that a transaction message comprises of a type. Instead, Sikora teaches that a transaction message is transmitted to a processing system/server dedicated to this type of transactions (col. 4, lines 9 to 50). If the message would identify a type, then all transaction messages of different types could be stored in one queue (as for example, event notifications could be stored in one queue although they relate to different media types). In short, Sikora does not teach or suggest that a user created transaction message comprises of a content identifier.

Moreover, the Examiner alleges that col. 4, lines 17 to 50 of Sikora teach that the transaction type comprises of an item identifier and a server name. Applicant respectfully disagrees. Col. 4, lines 17 to 50 of Sikora only teach that the transaction message may be stored in queues in accordance with the addressee information. Clearly, the addressee information cannot be equated with a server name and an item identifier. Moreover, Applicant respectfully points out that since each type of transaction will have its own processing system and its own gateway application (the system is not an integrated heterogeneous system), there is clearly no need for the message to have a server name. As such, Sikora fails to teach or suggest a content identifier with <u>a server name</u>.

In short, Sikora teaches that each media type has its own gateway application which forwards it to another queue. As such, no server name is needed to identify the server where the transaction message is stored. Therefore, Sikora also fails to teach or suggest this unique feature of claim 3.

Claims 10-19

Next, Applicant respectfully traverses this rejection now with respect to the apparatus

claims 10-18. Of these claims, only claim 10 is independent. Among a number of unique

features not taught by the cited prior art reference, claim 10 recites: "under the control of a

second application at the second computer, retrieving the message from the message queue."

This limitation is similar to the limitation recited in claim 1. Since claim 10 contains features

that are similar to the features argued above with respect to claim 1, those arguments are

respectfully submitted to apply with equal force here. For at least substantially the same

exemplary reasons, therefore, Applicant respectfully requests the Examiner to withdraw this

rejection of independent claim 10 and its dependent claims 11-18.

In addition, claim 10, as now amended, recites: "a second computer connected to the first

computer and to the server computer in a datastore management system". Sikora is related to

allocating transactional messages to agents and has nothing to do with a datastore management

systems or databases. For at least this additional exemplary reason, Applicant respectfully

requests the Examiner to withdraw this rejection of independent claim 10 and its dependent

claims 11-18.

Claims 19-27

Applicant respectfully traverses this rejection with respect to claims 19-27. Of these

claims, only claim 19 is independent. Among a number of unique features not taught by the

cited prior art reference, claim 19, as now amended, recites: "under control of a second

application at the second computer retrieving the message from the message queue" and that "the

16

first and second computers and the server are in a datastore management system". These

limitations are similar to the limitations recited in claim 10. Since claim 19 contains features that

are similar to the features argued above with respect to claims 1 and 10, those arguments are

respectfully submitted to apply with equal force here. For at least substantially the same

exemplary reasons, therefore, Applicant respectfully requests the Examiner to withdraw this

rejection of independent claim 19 and its dependent claims 20-27.

Claim 28

Next, Applicant respectfully traverses this rejection with respect to indpendent claim 28.

Claim 28 recites features similar to the features argued above with respect to claim 1, therefore,

those arguments are respectfully submitted to apply with equal force here. In addition, claim 28,

as now amended, recites that the first application creates a message, and that when the message

has text, the text is passed to the second application, and when the message has content

identifier, an object is forwarded to the second application and when message has no text and no

content identifier, the second application is notified of an event. Sikora teaches creating a

convention message having text, which is stored on the server.

In addition, between the server applications, Sikora teaches event notification messages,

whereas the client applications (the customer and the agent) do not directly communicate with

each other. In short, Sikora clearly fails to teach or suggest an application, passing a text

message, forwarding objects and notifying of an event. Therefore, Applicant respectfully

requests the Examiner to withdraw this rejection of independent claim 28.
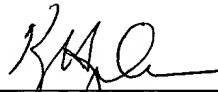
III.   New Claims

In order to provide more varied protection, new claims 29-38 are herein added. Claims

29-34 are patentable at least by virtue of their dependency on claim 28. In addition, claim 35 is

patentable at least by virtue of its recitation of the body of the message comprising a text length

value and a content identifier count value. Claims 36-38 are patentable at least by virtue of their

dependency on claim 35.

IV.   Conclusion and request for telephone interview.

In view of the above, reconsideration and allowance of this application are now believed

to be in order, and such actions are hereby solicited. If any points remain in issue which the

Examiner feels may be best resolved through a personal or telephone interview, the Examiner is

kindly invited to contact the undersigned attorney at the telephone number listed below.

Applicants hereby petition for any extension of time which may be required to maintain

the pendency of this case, and any required fee, except for the Issue Fee, for such extension is to

be charged to Deposit Account No. 19-4880.

Respectfully submitted,

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WASHINGTON OFFICE
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18